

# Terms and Conditions

Bookings not meeting the following Terms and Conditions are treated as invalid, and will be reversed (cancelled) by the Department of Conservation.

## GENERAL

- Bookings can only be made for people intending to use the facility/ies / service/s at the time of booking.
- A booking is required for each adult, youth, child and infant intending to use a facility or service.
- The given name, family name, age, gender and nationality of each party member must be entered at the time of booking.
- Bookings are not transferable from one person/ entity to another.
- Names listed on the booking as using facility/ies / service/s may not be substituted unless approved via a Department of Conservation office. Substitution of all or the majority of names listed on a booking will not be approved.
- Those persons named on the booking **may be required to produce proof of identity** when collecting tickets or accessing facilities/services booked. Accepted forms of ID are a passport, driver's licence, credit card or student ID.
- Commercial and/or guided groups are not permitted to use Department of Conservation facilities/services unless authorised by the Department of Conservation via a Concession or other agreement.
- Commercial Agents wishing to make multiple bookings for facilities/services on behalf of customers must hold an Agent agreement with or obtain permission from the Department of Conservation.

## AGE RANGES

- For booking purposes the following age classifications apply to all services provided by the Department of Conservation (DOC):

Infant	Child	Youth	Adult
0 - 4 years	5 - 10 years	11 - 17 years	18 years plus
- Services provided by other organisations may use other age ranges. Please check the particular services you require.
- Persons aged 14 years and under must be accompanied by an adult
- Alpine sections of some tracks are not recommended for children under 10 years. Please check the specific track information on the website.

## PRICES

- All prices are in New Zealand dollars and include GST (Goods and Services Tax).
- Bookings made Online will automatically be charged to your credit card through the ANZ Bank secure payment network at the time the booking is made.
- Accepted credit cards are Mastercard and Visa.
- Credit Card information is not held by DOC for security reasons and must be resupplied if alterations or cancellations are made through a DOC office.
- No bookings will be accepted without payment.
- Prices, transport timetables and other details may change without notice.

## DISCOUNTS

**Lake Waikaremoana, Abel Tasman Coast, Heaphy, Routeburn, Milford and Kepler Tracks only.**

- A 10% discount is available for members of NZ Federated Mountain Club, NZ Deer Stalkers Association, LandSAR and NZ Mountain Safety Council Staff and Instructors who hold a Backcountry Hut Pass.
- You **can't get these discounts when you book online**. Instead, supply your **membership details/number** and **Backcountry Hut Pass number** to the office listed on the track information on [www.doc.govt.nz](http://www.doc.govt.nz), along with the details of what you want to book
- No other discounts are available

## PENALTY RATES

**For non-valid and un-booked accommodation on walking tracks.**

- Failure to have a valid booking for a facility/service for the date of use will result in penalty fees being charged in addition to the usual accommodation fee, and where there is no valid booking, the Department of Conservation does not guarantee access to that, or other, facilities/services on the track.
- The Penalty rate is the Age rate plus the full adult fee

# ALTERATIONS AND CANCELLATION POLICIES

## General

- Booking refunds will only be made to the person/ agent who made the original booking.
- No refunds will be provided in cash.
- Credit card details are not held by the Department of Conservation and will have to be resubmitted to the Department of Conservation office making your alteration, transfer or cancellation by phone, fax or mail. Sending credit card details by email is not recommended for security reasons.

## Transfer of Booking Dates

- Transferring dates of a booking may only be done within the current booking period. Those wishing to change the start date of their booking to a date where bookings are not open must cancel their booking and rebook once bookings are open.
- Where bookings are transferred to a date to which a higher fee / price period applies the difference in fees must be paid at the time of the transfer being made.
- Where bookings are transferred to a date to which a lower fee/ price period applies the difference will be refunded less cancellation fees. The cancellation fee will be calculated as per the table below. Credit card details must be supplied so transfer and refund can be processed.

## Alterations via Internet

- Selected alterations and transfers that will not affect:
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  - 1. the cost or
  - 2. change the facilities/services booked or
  - 3. the people booked into those facilities/services,
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- can be made online up to two days prior to departure. After this date you must contact the Department of Conservation office listed on the confirmation letter/receipt. You are unable to add services or people to your booking. Instead you must make another booking or contact the Department of Conservation office listed on the confirmation letter/receipt.

## Alterations via DOC Office

- Alterations may be made to any existing booking and may incur a fee of up to \$10.
- Altering/transferring booking dates 1 to 2 days prior to start date will incur 100% cancellation fee.

## Cancellations due to DOC Closures

- If the Department of Conservation closes a facility/service due to severe weather or facility/service conditions, a full refund of the fee for the unused Department of Conservation facilities/services will be given.
- Those visitors who have already started their trip/ booking may be required to leave before their trip/ booking is completed.
- If your trip is cancelled by the Department of Conservation you must contact the Department of Conservation office listed on your confirmation letter within 7 days to obtain your refund or reschedule your trip. NO refund will be given after this time and trips will not be rescheduled.
- Visitors will only be rescheduled if there are vacancies available once the service reopens.

## Cancellations By Visitors

- If visitor / agent cancels their bookings the following cancellation fees apply.
- These fees are not negotiable.

Note: If the booking has been transferred to a later date then the original start date will be used for cancellation calculation purposes.

<b>Cancellation fees are based on the earliest start date Applies to all booked services</b>	<b>Cancellation Fee</b>
More than 10 days before the start date and <u>within</u> 48 hours of making the booking	0%
More than 10 days before the start date and more than 48 hours <u>after</u> making the booking	25%
Between 3 and 10 days <u>before</u> the start date	50%
Between 1 and 2 days <u>before</u> the start date	100%
On or after the start date	100%
Medical circumstances that prevent customer walking track - must be 20% accompanied by a medical certificate and requested within one month of the departure date	
Booked Transport more than 24 hours prior to departure	0%
Booked Transport less than 24 hours prior to departure or on day of departure or after departure date	100%

## **TRAVEL INSURANCE**

- The Department of Conservation recommends that you arrange travel insurance to guard against the loss of costs associated with cancellation or delay of your trip.
- The Department of Conservation is unable to rearrange non Department of Conservation booked transport, accommodation and flight bookings if delays should occur.

## **LIABILITY DISCLAIMER**

- The Department of Conservation will not be liable for injury, damage or any costs incurred by visitors.